

COMMONWEALTH OF MASSACHUSETTS  
*Before the*  
DEPARTMENT OF PUBLIC UTILITIES

D.P.U. 09-01-A

FITCHBURG GAS AND ELECTRIC LIGHT COMPANY, D/B/A UNITIL

DIRECT TESTIMONY

OF

THOMAS P. MEISSNER, JR.  
GEORGE R. GANTZ  
MARK LAMBERT  
RAYMOND LETOURNEAU

March 25, 2009



1   **Q.    Mr. Meissner, please summarize your professional and educational**  
2   **background.**

3   A.    My current job responsibilities are primarily in the areas of utility operations and  
4        engineering. I have over 24 years of professional experience in the utility  
5        industry and an extensive background in all areas of gas and electric energy  
6        delivery, including distribution engineering; system planning; construction and  
7        maintenance; safety; inventory and supply chain management; emergency  
8        response and restoration; fleet and facilities management; metering and meter  
9        reading; system operations; and related technology and asset management  
10       systems. I joined Unitil in 1994 as a design engineer and was named Director of  
11       Engineering in 1996, Senior Vice President of Operations and Engineering in  
12       2003, and assumed my current responsibilities as Chief Operating Officer of  
13       Unitil in 2005.

14       Prior to joining Unitil, I was employed for 10 years at Public Service of New  
15       Hampshire where I advanced through a variety of positions in Distribution  
16       Engineering, Southern Division Engineering, Seacoast Division Engineering, and  
17       Key Accounts. The last position I held prior to joining Unitil was that of  
18       Electrical Superintendent in Portsmouth. I hold Bachelor of Science degrees in  
19       both Electrical Engineering and Mechanical Engineering from Northeastern  
20       University and an MBA from the University of New Hampshire. I also completed  
21       the Power Technology Course (“PTI Course”), a two year certificate program  
22       taught by Power Technologies, Inc. of Schenectady, NY.

1 **Q. Do you have any licenses that qualify you to speak to issues related to**  
2 **engineering?**

3 A. Yes, I am a registered Professional Engineer in the state of New Hampshire.

4 **Q. Mr. Meissner, have you previously testified before the Department or other**  
5 **regulatory agency?**

6 A. I have not previously testified before the Department, but I have testified before  
7 the Public Utilities Commissions of New Hampshire and Maine.

8 **Q. Mr. Gantz, please review your background and qualifications.**

9 A. I have been with the Unitil companies for more than 25 years in varying  
10 capacities including Manager of Rates, Assistant Vice President for Regulatory  
11 Services and Power Supply, Vice President of Regulatory and Customer Services,  
12 and Senior Vice President of Customer Services and Communications. I  
13 participated in the process of forming the Unitil system in 1985, establishing the  
14 Company's first power supply contract portfolio in 1986, initiating the  
15 Company's first energy efficiency programs in the late 1980s and integrating  
16 FG&E into Unitil in 1992. I have helped direct the Company's strategic planning  
17 efforts and served as principal media spokesperson for more than a decade.  
18 During this period I have been active with many community and business  
19 organizations. I presently serve on the Boards of the Community Foundation of  
20 North Central Massachusetts, the United Way of North Central Massachusetts, the  
21 Fitchburg State College Foundation and the Fitchburg Cycling Club, as well as  
22 the Business and Industry Association of New Hampshire.

1 Prior to joining Unitil, I served for two years on the staff of the New Hampshire  
2 Public Utilities Commission working on electric rates and least cost planning, and  
3 for almost two years as Director of Planning and Analysis in the New Hampshire  
4 state energy office. I began my career in the energy field with two years as a  
5 Research Scientist with Energy Resources Company in Cambridge,  
6 Massachusetts. I have a Bachelor of Science degree in Mathematics, with Honors  
7 in Humanities, from Stanford University.

8 **Q. Mr. Gantz, have you previously testified before the Department?**

9 A. Yes, I have provided testimony in many proceedings before the Department.

10 **Q. Mr. Lambert, please describe your business and educational background.**

11 A. In 1987, I earned a Bachelor of Science degree in Business Management from  
12 Plymouth State College. Following graduation, I was employed with United  
13 Parcel Service ("UPS"), working primarily in customer services. My last  
14 assignment at UPS was with one of the consolidated corporate customer service  
15 centers in North Carolina as the Corporate Training Manager. I joined Unitil  
16 Service Corp. in August of 1997 as the Manager of Customer Service, with  
17 responsibility for all the customer service and credit and collections functions for  
18 each of the Unitil retail subsidiaries. In January of 2000, I was promoted to  
19 Director of Customer Services. My areas of responsibilities include, directing the  
20 customer service, credit and collections, billing and remittance processing  
21 operations.

1   **Q.    Mr. Lambert, have you previously testified before the Department or before**  
2   **another regulatory agency?**

3   A.    Yes. Yes. I have testified before the Department and before the New Hampshire  
4       Public Utilities Commission.

5   **Q.    Mr. Letourneau, please summarize your professional and educational**  
6   **background.**

7   A.    I joined Unitil in 1996, and have 26 years of professional experience in the utility  
8       industry. Before working for Unitil, I was employed by Public Service of New  
9       Hampshire and Northeast Utilities. In 1996, I was hired as Manager of  
10      Operations for Unitil Energy Systems – Seacoast (formerly Exeter & Hampton  
11      Electric Company), and was appointed Director of Operations in 1999. I was  
12      appointed to Director, Electric and Gas Operations for Unitil Service Corporation  
13      in 2003, where I was responsible for the construction, operation, and maintenance  
14      of the gas and electric energy delivery system. In 2008, I was appointed to  
15      Director of Electric Operations, where I am currently responsible for the  
16      construction, operation, and maintenance of the electric energy delivery system,  
17      and have combined responsibility for both electric and gas in the following  
18      functions: purchasing and stores; fleet management; administrative services; and  
19      facilities. I am also responsible for labor relations and negotiations. I received a  
20      Bachelor of Science degree in Electrical Engineering from Clarkson University in  
21      1983, a Certificate in Electric Power Systems Engineering from Power  
22      Technologies, Inc. in 1990, and an MBA in Finance from Southern New  
23      Hampshire University in 1992. Prior to joining Unitil, I held various engineering

1 and management positions in both distribution engineering and electric  
2 operations. I most recently served as Integration Manager for Unitil's purchase of  
3 Northern Utilities, a New Hampshire and Maine gas utility, from NiSource, Inc.

4 **Q. Have you previously testified before the Department?**

5 A. No. I have not.

6 **Q. What is the purpose of the Panel's testimony?**

7 A. The purpose of our testimony is to introduce the Report of Unitil/Fitchburg Gas  
8 and Electric Light Company on the 2008 Winter Storm (the "DPU Report") filed  
9 with the Department in this proceeding on February 23, 2009, as well as the  
10 recommendations in the Self Assessment Report attached to the prefiled  
11 testimony of Robert C. Yardley, Jr.

12 **Q. Mr. Meissner and Mr. Gantz, please describe the DPU Report filed with the**  
13 **Department on February 23, 2009?**

14 A. The DPU Report on the 2008 Winter Storm was filed in response to the  
15 Department's directive in its Order to Open Investigation in D.P.U. 09-01. The  
16 Report provides a description of the 2008 Winter Storm, a detailed analysis of the  
17 impact of the storm on FG&E's electric facilities, and a description of FG&E's  
18 response to the storm and the storm restoration process. Section III of the Report  
19 contains descriptions of FG&E's planning and performance during and after the  
20 ice storm and is organized in accordance with the specific information requests  
21 included in the Department's January 7, 2009 Order.

1   **Q.     Mr. Meissner, please describe the parts of the DPU Report and the Self**  
2   **Assessment Report for which you have responsibility.**

3   A.     I am responsible for the overall operational performance of the Company,  
4           including electric and gas operations, engineering, and energy measurement and  
5           control. I was involved in the development and review of the DPU Report and the  
6           Self-Assessment Report and will address those sections related to distribution  
7           reliability and related practices, operational and asset management strategy, and  
8           operational systems including Outage Management, Advanced Metering  
9           Infrastructure (AMI), and Geographic Information Systems (GIS).

10   **Q.     Mr. Gantz, please describe the parts of the DPU Report and the Self**  
11   **Assessment Report for which you have responsibility.**

12   A.     I am responsible for the overall communication efforts of the Company,  
13           specifically including its public communications. I serve as the Company's  
14           principal spokesperson in dealing with the media and with elected officials. I was  
15           involved in the development and overall review of the DPU Report and the Self-  
16           Assessment Report, and take direct responsibility for those sections dealing with  
17           public communications.

18   **Q.     Mr. Lambert, please describe the parts of the DPU Report and the Self**  
19   **Assessment Report for which you have responsibility.**

20   A.     I am directly responsible for those sections of the DPU Report and the Self-  
21           Assessment report that involve the customer service call center operation and the  
22           telecommunications aspects of the call center, specifically including the sections



1 that deal with customer interactions, billing responsibilities, and all questions that  
2 involve the Milsoft IVR and Porche systems.

3 **Q. Mr. Letourneau, please describe the parts of the DPU Report and the Self**  
4 **Assessment Report for which you have responsibility.**

5 A. I am responsible for the Company's electric operations including construction,  
6 maintenance and emergency response. I am directly responsible for those  
7 sections of the DPU Report and the Self-Assessment report pertaining to  
8 restoration management, including FG&E's Emergency Restoration Plan, resource  
9 acquisition and allocation, including mutual aid between utilities, logistics, and  
10 normal maintenance practices including vegetation management and pole  
11 inspections.

12

13 **Q. Mr. Meissner and Mr. Gantz, is the Company committed to adopting the**  
14 **recommendations in the Self-Assessment Report?**

15 A. Yes, Unitil's senior management has prioritized the undertaking of this critical  
16 self-examination in order to determine whether and where improvements in its  
17 ability to respond to major storms and other severe emergency conditions may be  
18 made. We have studied the recommendations in the Report, and believe that they  
19 are sound, reasonable, achievable, and when adopted and put into place, will  
20 enhance our operations and service quality, and help restore our reputation with  
21 the public and, most importantly, the customers we serve.

1     **Q.     Does this conclude your prefiled testimony?**

2

3     **A.     Yes.**

4

5     B124709